

From: Jocelyn.Boyd
Sent: Friday, May 17, 2013 8:50 AM
To: charles.terreni@terrenilaw.com; selliott@elliottlaw.us; John M. S. Hoefer (jhoefer@willoughbyhoefer.com); Hipp, Dawn
Cc: Deborah.Easterling; Tricia.DeSanty; Daphne.Duke
Subject: FW: Tega Cay Water Service email sent 05/07/13

From: Tom G. Oakley [mailto:TGOakley@uiwater.com]
Sent: Wednesday, May 15, 2013 6:08 PM
To: Elizabeth Walles
Cc: kelly@expresswelcome.com; joje@comporium.net; RJ1311@aol.com; kelkmac1@gmail.com; Linda Stevenson; kunzmann@comporium.net; Rick Durham; Morgan, Willie; Jocelyn.Boyd; cfunderburk@tegacaysc.gov; Campbell, Chad; georgesheppard@comporium.net; Hipp, Dawn
Subject: RE: Tega Cay Water Service email sent 05/07/13

Ms. Duda,

Unfortunately, we are not available to meet on Friday. I will propose a set of alternate dates by early next week when I have some options for you. I want Rick and I to be able to give you an overview of results we have and as you're aware, we have some important work going on this week and likely into next.

For clarification, we don't have a 'publicity', marketing or media department. Although I have been handling 'public relations' type issues, I actually am a generalist on the CEO's staff and am asked to get involved on important issues that the CEO wants personally followed and resolved. Since we will be working together, could you please advise as to your role on the Council? After receiving your note that you would be my contact, I have received direct requests from others in your group or at least associated with it (e.g., from Ms. Church, Ms. Macaluso and Ms. Stevenson). If you could provide clarification on roles, that would be very appreciated.

The final point I'd like to raise is related to the nature of the meeting we both seem to be supporting. The history of the interaction between your group and our company is not good. I can absolutely understand why you are frustrated. I am a bit a frustrated too however. While I was not directly involved, I am aware of the meeting last September which was hosted by Mayor Sheppard in which the Advisory Group staged a pre-planned 'walkout'. As you can no doubt imagine, I have received some downright abusive responses to my updates referencing my personal integrity and I have seen and heard news reports inferring that we are lying. I want to be clear –

- 1) We are deeply sorry for the situation in Tega Cay.
- 2) We have been working very hard to resolve the issues there (long before the recent weeks) and have the records to show that.
- 3) We know that the methods we have been using are sound (as confirmed by DHEC and your town).
- 4) At no time has anyone at our company, to our knowledge, lied. To the extent any information has been inaccurate (due to whatever reason) we will correct it.

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5) We will resolve this issue.

My original thinking about a meeting was that it would be a small group, informal discussion with just Rick and me, the Mayor and a few members of your group. I still think that makes sense as a starting point for dialogue. I think that a large open forum type meeting could simply devolve into something non-productive. Should the smaller session go well, as I hope, we could work together toward a larger group meeting for information sharing.

Let me know your thoughts on the content and structure of the meeting and I'll provide some dates that work for us so we can accommodate your calendars. I know that Mayor Sheppard is considering ways to make this a productive meeting as well and we can all put our heads together next week.

Regards,

Tom

From: Elizabeth Walles [mailto:elizabeth_walles@hotmail.com]

Sent: Monday, May 13, 2013 3:06 PM

To: Tom G. Oakley

Cc: kelly@expresswelcome.com; joje@comporium.net; RJ1311@aol.com; kelkmac1@gmail.com; Linda Stevenson; kunzmann@comporium.net; Rick Durham; wmorgan@regstaff.sc.gov; jocelyn.boyd@psc.sc.gov; cfunderburk@tega caysc.gov; ccampbe@regstaff.sc.gov

Subject: RE: Tega Cay Water Service email sent 05/07/13

Hello Mr. Oakley,

Thank you for your response. In fact the TCWCAC was aware that a Utilities, Inc., public relations employee offered to meet with us. However, it was unclear that meeting with someone from the firm's publicity area would be productive given that our previous meetings with TCWS over the years have not yet addressed our ongoing concerns with TCWS' environmental and service record.

Nonetheless, we respect your offer to meet. We propose Friday, May 17 for one hour between 9am and 2:30pm. If this works for you, I will request space at the Glennon Center. If this does not, please propose an alternate date.

We are particularly interested in: your timeline to repair the sewage system and how you intend to prevent further SSOs from entering Lake Wylie and the Tega Cay stormwater system; your target SSO level; why your previous action plan to repair the sewage system did not work; your plans to improve maintenance and customer service.

Thank you for your consideration.

Elizabeth Duda

home: 803.547.9539

PS - I will be your point of contact for the TCWCAC for at least the near term.

Tega Cay Water Citizen Advisory Council Mission: As Tega Cay residents, we come together for a more powerful voice to demand efficient, higher quality wastewater and water service under TCWS with less

offensive aesthetics, odors and environmental impact. In doing so, we benefit all of Tega Cay's health and safety, quality of life and property values

Elizabeth_Walles@hotmail.com

From: TGOakley@uiwater.com
To: elizabeth_walles@hotmail.com
CC: kelly@expresswelcome.com; wmorgan@regstaff.sc.gov; jocelyn.boyd@psc.sc.gov;
cfunderburk@tegacaysc.gov; ccampbe@regstaff.sc.gov; joje@comporium.net; rj1311@aol.com;
kelkmac1@gmail.com; lks@comporium.net; kunzmann@comporium.net; RJDurham@uiwater.com
Subject: RE: Tega Cay Water Service email sent 05/07/13
Date: Sat, 11 May 2013 18:58:42 +0000

Ms. Duda,

My first suggestion of a meeting between me, the Mayor and Ms. Stevenson took place in the first week of March. After initially indicating that he would approach her about the idea and work toward a meeting date, Mayor Sheppard backed off, expressing concerns about how it might go. Given the reception some of my colleagues received the last time we tried to have an informational meeting and discussion (the organized 'walk out'), I certainly understood his position.

I persisted however, assuring him that I had 'thick skin' and that I was certain that if everyone came to the table with an open mind, progress could be made. The meeting was never arranged, however.

We felt strongly that direct communication with residents was necessary and appropriate, and that view became even more important in light of the recent problems. For that reason, we have reached out to the entire community and I have been open and honest about what is happening in the updates we are providing.

When I received a request on Thursday about a potential meeting, I responded quickly that Rick and I would welcome that. I phoned back on Friday morning to discuss arrangements and left a voicemail to that effect. I'm still waiting for a response.

I do think a smallish group, non-emotional, discussion could be very productive. I view it as an opportunity to develop some dialogue that has been absent to date. Would likely be good for all involved as long as we can take some of the 'heat' out of the conversation and really try to figure out what a solution looks like.

I need your help though to make this happen. I don't want to ruffle any feathers by not going through 'proper channels' with your group. So who should be our primary point of contact?

I hope you agree that a discussion could be a good thing. I'd like to make it happen.

Please let me know.

Tom

From: Elizabeth Walles [mailto:elizabeth_walles@hotmail.com]

Sent: Friday, May 10, 2013 8:55 PM

To: Tom G. Oakley

Cc: kelly@expresswelcome.com; wmorgan@regstaff.sc.gov; jocelyn.boyd@psc.sc.gov; cfunderburk@tegacaysc.gov; ccampbe@regstaff.sc.gov; joje@comporium.net; rj1311@aol.com; kelkmac1@gmail.com; lks@comporium.net; kunzmann@comporium.net; Rick Durham

Subject: RE: Tega Cay Water Service email sent 05/07/13

Hello Mr. Oakley,

Would you please clarify with whom you have been trying to arrange a meeting for nearly two months now? As far as I can tell, this email chain is the first contact that the Tega Cay Water Citizens Advisory Council (TCWCAC) has had with you.

Thank you for your consideration.

Sincerely yours,

Elizabeth Duda

TCWCAC

From: TGOakley@uiwater.com

To: palmettogroupconsultants@gmail.com

CC: kelly@expresswelcome.com; wmorgan@regstaff.sc.gov; Jocelyn.Boyd@psc.sc.gov;

CFunderburk@tegacaysc.gov; ccampbe@regstaff.sc.gov; joje@comporium.net; rj1311@aol.com;

kelkmac1@gmail.com; lks@comporium.net; elizabeth_walles@hotmail.com; kunzmann@comporium.net;

RJDurham@uiwater.com; dhipp@regstaff.sc.gov

Subject: RE: Tega Cay Water Service email sent 05/07/13

Date: Thu, 9 May 2013 02:56:02 +0000

Greg,

I really appreciate you reaching out and I agree with you completely. In fact, I have been trying to arrange just such a meeting for nearly two months now.

Rick and I welcome the opportunity to sit down with you and see if we can't find a way to facilitate a relationship and communication that would be beneficial to everyone involved. I honestly believe it is possible and necessary to have some productive dialogue that is free of the rhetoric and emotion that gets in the way of mutual understanding.

Please let me know some potential dates and we will do everything we can to make it happen.

Again, thanks to you and the citizen board!

Best,

Tom

From: Greg Rogers [<mailto:palmettogroupconsultants@gmail.com>]

Sent: Wednesday, May 08, 2013 3:28 PM

To: Tom G. Oakley

Cc: Kelly Macaluso; wmorgan@regstaff.sc.gov; Jocelyn.Boyd@psc.sc.gov; CFunderburk@tegacaysc.gov; ccampbe@regstaff.sc.gov; Jolene; Joyce; Kelly; Linda; Liz; Steve

Subject: Re: Tega Cay Water Service email sent 05/07/13

Tom,

I appreciate your willingness to connect and feel an in person meeting with yourself and Mr Durham would best facilitate the growth of our relationship.

I would propose an informal meeting with our citizen board and said individuals of UI to discuss proper avenues with our group, moving forward. The beauty of an organic group such as ours is that it operates with no boundaries or limitations. This can allow for streamlined communication on all fronts. Should we build a positive relationship this group could be your biggest cheerleader. I hope my opinion has been of help and that the others members of the group share my sentiment that we all want to see the proper service at a fair market price afforded to our neighbors in Tega Cay. I appreciate your consideration on this matter and look forward to hearing back from you.

Sincerely,

Greg Rogers

Sent from my iPhone